

Appl. No. 10/772,829
Amdt. dated August 5, 2008
Reply to Office Action of May 5, 2008

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Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend claims 1, 2, 11 and 13 as follows:

1. (currently amended) A voice recognition system comprising:

a plurality of modules for receiving voice inputs from a user and performing services for the user in response to the voice inputs; and

a prompt selection module for selecting a prompt for presentation to a user, a prompt being a message from the system to the user calling for a user input appropriate to the function being performed, the prompt indicating the function being performed, the prompt selection module being operative to identify both an overall experience level of a user with the system and an experience level relating to a user's relative familiarity or unfamiliarity with the function being performed and select a prompt appropriate to the user's experience level, selection of prompts tending to favor the presentation of more abbreviated prompts to users with greater experience levels.

2. (currently amended) The system of claim 1 further comprising a user information database storing user records including a function usage fully indicating the number of times the user has successfully performed the function, wherein selection of a prompt is further based on the module and function being used.

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3. (original) The system of claim 2, wherein each module incorporates a prompt selection module to select prompts for that module.

4. (original) The system of claim 3, wherein the prompt selection for each module identifies the function for which prompting is needed and selects from among prompts associated with that function.

5. (original) The system of claim 4, wherein the user information includes information indicating the user's proficiency in using the system.

6. (original) The system of claim 5, wherein the information indicating the user's proficiency includes information indicating the user's proficiency with each function that is available to the user.

7. (original) The system of claim 6, wherein the information indicating a user's proficiency with each function includes a function usage tally for each function, the function usage tally for a function indicating a number of times the user has successfully employed the function.

8. (original) The system of claim 7, wherein the prompt selection being used employs the function usage tally for a function to determine a user experience category for the user with respect to the function.

9. (original) The system of claim 8, wherein the prompt selection being used determines the user experience category by selecting an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

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10. (original) The system of claim 9, wherein the prompt selection selects a prompt associated with the user experience category.

11. (currently amended) A method of prompt selection, comprising the steps of:
identifying a module and function of a voice recognition system being employed when a need for user prompting arises;

identifying both a user experience level for the system and for the function ~~relating to the user's relative familiarity or unfamiliarity with the function~~; and

selecting a prompt appropriate for the user experience level for the function, the prompt being a message from the system to the user calling for a user input appropriate to the function being performed, the prompt to the user indicating the function being performed, selecting of a prompt tending to favor the presentation of more abbreviated prompts to users with higher experience levels while favoring the presentation of more elaborate prompts providing greater detail about the nature of input needed for users with lower experience levels.

12. (original) The method of claim 11, wherein the step of identifying the user experience level is followed by a step of identifying the user as belonging to a particular experience category and wherein the step of selecting a prompt includes selecting a prompt associated with the experience category to which the user belongs.

13. (currently amended) The method of claim 12, wherein identifying the user experience category for a function includes examining user information for the function retrieved from a voice information database storing user records including, the user experience information

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~~for the function includes~~ a function usage tally indicating a number of times the function has been successfully invoked by the user.

14. (original) The method of claim 13, wherein identifying the user experience category for a function includes assigning the user to an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

15. (original) The method of claim 14, further including a step of updating the user information for each function whenever the user successfully invokes the function.

16. (original) The method of claim 15, wherein the step of updating the user information includes updating the user's function usage tally for a function upon each successful use of that function.